OSS / OII Performance Measurements
February 2000 Review – GTE- Open Issues

MEASURE	ISSUE	ISSUE SPONSOR	STATUS
1	*Recommendation:* All loop qual. pre-order queries measured at parity.	COVAD	**OPEN**
1	*Recommendation:* Change measurement for GTE for CSRs to: • Fully electronic - "x" seconds. • Elec. rec'd/manually returned - 98% in 2 hours. • Fully manual - 98% in 4 hours.	CLECs	**OPEN**
1	*Recommendation:* Establish an upper limit on number of CSRs that can be requested in one CSR request.	PB/GTE	**OPEN**
1	*Recommendation:* Establish a "Manual Loop Qualification" process.	GTE	**OPEN**
1	*Recommendation:* Include "facility availability" information in response to a pre-ordering query	GTE	**OPEN**
2	*Recommendation:* Proposed new benchmarks for this measure	GTE	**OPEN**
2	*Recommendation:* Evaluate Held and Denied sub-measure at parity.	COVAD	**OPEN**
3	*Recommendation:* Proposed new benchmarks for this measure.	GTE	**OPEN**
5	*Recommendation:* Results for conditioned and non-conditioned loops should be reported on a disaggregated bases for xDSL loops.	COVAD	**OPEN**
6	*Recommendation:* Results for conditioned and non-conditioned loops should be reported on a disaggregated bases for xDSL loops.	COVAD	**OPEN**
7	*Recommendation:* Results for conditioned and non-conditioned loops should be reported on a disaggregated bases for xDSL loops.	COVAD	**OPEN**

NOTE: This document is intended for informational purposes only. It is designed to help those who were not directly involved in the JPSA negotiations understand where and how certain measures were modified by the Settling Parties. To the extent this document differs from the actual JPSA that is being submitted for approval, the language in the JPSA should control.

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7	*Recommendation:* Where an acceptance test has been requested, the Completion Date is the date on which a successbul Acceptance Test occurs and a completed order is an order that successfully passes an Acceptance Test.	COVAD	**OPEN**
8	*Recommendation:* Propose a completed interval benchmark of 95% within 6 days (non-conditioned) and 11 days (conditioned) for xDSL UNE Loops and Line Sharing.	COVAD/ NORTHPOINT	**OPEN**
8	*Recommendation:* Results for conditioned and non-conditioned loops should be reported on a disaggregated bases for xDSL loops and line shared loops.	COVAD	**OPEN**
8	*Recommendation:* Where an acceptance test has been requested, the Completion Date is the date on which a successbul Acceptance Test occurs and a completed order is an order that successfully passes an Acceptance Test.	COVAD	**OPEN**
8	*Recommendation:* Propose standard intervals by service group types for UNE services and include UNE services within this	COVAD	**OPEN**
9	*Recommendation:* General review of requirements for Measure 9	CLECs	**OPEN**
11	*Recommendation:* Results for conditioned and non-conditioned loops should be reported on a disaggregated bases for xDSL loops.	COVAD	**OPEN**
15	*Recommendation:* Provisioning troubles reported on new services prior to service order completion should be captured in this measure.	NORTHPOINT	**OPEN**
15	*Recommendation:* Parity as measurable standard for LNP sub-measure.	ATT/ WORLDCOM/ NORTHPOINT	**OPEN**
15	*Recommendation:* Results for conditioned and non-conditioned loops should be reported on a disaggregated bases for xDSL loops and line shared loops.	COVAD	**OPEN**

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15a	*Recommendation:* Results for conditioned and non-conditioned loops should be reported on a disaggregated bases for xDSL loops and line shared loops.	COVAD	**OPEN**
16	*Recommendation:* Propose that xDSL be included when measuring percentage of troubles in 30 days.	COVAD/ NORTHPOINT	**OPEN**
18	*Recommendation:* Benchmark for fully electronic sub-measure of 90% in 20 minutes.	GTE	**OPEN**
28	*Recommendation:* Establish new level of disaggeration for UNE-Access	GTE	**OPEN**
30	*Recommendation:* Sub-measure(s) be established for paper bills, magnetic, CD-ROM or Custom Bill diskette.	TIME WARNER/COVAD	**OPEN**
35	*Recommendation:* Measure should also apply to GTE.	COVAD	**OPEN**
37	*Recommendation:* Add LIDB and MSAG to list of databases measured.	TIME WARNER	**OPEN**
38	*Recommendation:* Add LIDB and MSAG to list of databases measured.	TIME WARNER	**OPEN**
38	*Recommendation*: Elimination of need to report measure because it is parity by design.	GTE	**OPEN**
40	*Recommendation:* Add new business rule - "Changes made to a collocation application after the 15 calendar day period will be considered a new application."	GTE	**OPEN**
40	*Recommendation:* Add new business rule - "Should the ILEC receive, from an individual CLEC ten or more applications within a ten day period, the response interval will be increased by ten days for every 10 additional applications or fraction thereof."	GTE	**OPEN**
41	*Recommendation:* Establish new sub-measure for cageless collocation - benchmark proposal for GTE is 45 days and Pacific Bell, benchmark would be the tariffed interval.	CLECs	**OPEN**

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41	**Recommendation:** Add new business rule - "If the CLEC changes the collocation request and the change results in an interval longer than the committed installation interval, than the actual installation interval will be reduced by the length of the negotiated interval extension for purposes of this measurement."	COVAD	**OPEN**
41	**Recommendation:** Redefine levels of disaggregation for New and Augment - each would be further disaggregated into "No environmental conditioning required" and "Environmental conditioning required."	GTE	**OPEN**
41	**Recommendation:** Establish new benchmarks for New - Environmental conditioning required (90% within 180 calendar days) Augment - Environmental conditioning required (90% within 180 calendar days).	GTE	**OPEN**
Parity / Benchmarks	**Recommendation:** Evaluation of performance results for GTE's data affiliate against better of parity/benchmark	NORTHPOINT	**OPEN**
SGT	**Recommendation:** For maintenance measures for DSL products(including Line Sharing), provide separate disaggregation for UNE loops meeting standard criteria for DSL services and UNE loops that do not meet standard criteria. Performance will be assessed for standard UNE loops and tracked diagnostically for non-standard UNE Loops	GTE	**OPEN**
SGT	**Recommendation:** Clarify Service Group Type definitions and respective analogs.	All	**OPEN**
SGT	**Recommendation:** Propose an interim benchmark for all measures that show xDSL as a parity measurement of SDA because SDA won't be operational for at least six months.	COVAD/ NORTHPOINT	**OPEN**
Reporting Date	**Recommendation:** ILECs request report date be moved from the 15th of the month to the 20th.	GTE	**OPEN**